Kährs
QUALITY IN WOOD SINCE 1857

FLOOR CARE GUIDE & GUARANTEE

KÄHRS LINNEA 9/32" (7mm) - 15 Year Guarantee
KÄHRS SPIRIT 3/8" (10mm) - 20 Year Guarantee
KÄHRS AVANTI 1/2" (13mm)
KÄHRS ORIGINAL 9/16" (14mm)
KÄHRS ORIGINAL 5/8" (15mm)
KÄHRS SUPREME 5/8" & 3/4" (15mm & 20mm)

Contents
Common Sense Care & Maintenance
Floor Care Tips
Added Protection
Minor Touchups
Occasional Floor Care: Recoating Your Floor
Accidents Can Be Remedied
Kährs Lifetime Guarantee
WEAR THROUGH WARRANTY
Purchased after 9/1/2004
(15 Years for Linnea 9/32" Flooring)
(20 Years for Spirit 3/8" Flooring)

While Kährs floors are tough, they aren't indestructible. However, you can generally prevent most problems before they occur with proper care and maintenance, ensuring your new floor retains its natural beauty, strength and durability.

Do:
• Support furniture and heavy appliances with wide-bearing, non-staining glides or casters.
• Moving appliances and furniture into place by sliding them slowly over the floor on a clean piece of carpet (turned upsidetown), or on masonite with the smooth side down.
• Place a quality door mat at the entrance of your home to help protect your floor from abrasive dust and grit and to help save unnecessary clean-up tasks.
• Maintain normal interior humidity levels. Kährs requires a relative humidity range of minimum 30%, maximum 60%.
• Place area rugs in high - or concentrated - traffic areas to make long-term maintenance easier and less expensive.

Don't:
• Do not wax the floor, use conditioners, acrylic waxes, or ammonia-based cleaners.
• Do not use steel wool on the floor.
• Do not use soap, vinegar or detergent solutions on the floor and never use a wet mop or pour water directly onto the floor.
• Do not use hardwood floor cleaning machines or steam cleaners.

Common Sense Care & Maintenance

Immediately: Blot up spills or spots with a lightly damp (well-wrung) cloth.

Frequently: Vacuum or sweep your floor daily to prevent dirt, dust and grit from scratching or dulling its finish.

Periodically: To help extend the life of a Kährs floor and to remove all cloudy residue or dulling dirt-film layers, clean it regularly with Kährs Wood Cleaner. Complete instructions can be found on the label of each bottle of cleaner.

Kährs Wood Cleaner is specially formulated to clean no-wax wood finishes like Kährs factory finish. It's a cleaner, not a polish, and it contains no waxes or oils. However, since it removes the dulling residue that builds up on the surface of the floor and dries clear with no streaking, it appears to enhance the shine.

Easy & Safe to use in your home!
• Non-toxic vapor
• Non-flammable
• Highly transparent
• Extremely effective

NOTE: For Natural Oil Floors refer to the Natural Oiled Floors Maintenance and Renovation Procedures guide available on kahrs.com

Floor Protection

<table>
<thead>
<tr>
<th>Kährs Recommends</th>
<th>Kährs Does Not Recommend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Right Wide Bearing Surfaces Save Floors</td>
<td>Wrong Small Metal Domes</td>
</tr>
<tr>
<td>Right Rubber Rollers Save Floors</td>
<td>Wrong Hard Rollers Mark Floors</td>
</tr>
<tr>
<td>Right Use Flat Bearing Surfaces</td>
<td>Wrong Small Bearing Surfaces Dome Floors</td>
</tr>
</tbody>
</table>

Floor Care Tips

Easy (e za_ adj. [see EASE]
1. not difficult.
2. free from anxiety, pain, etc.
3. comfortable; restful.

Maintenance (ma´nt´n ens) n. [see MAIN-TAIN]
1. a maintaining or being maintained.
2. kept up.
3. kept in continuance or in certain state.
No matter how carefully you treat your floor, accidents do happen. Dropped packages, equipment, and other things can dent or scratch any wood floor, regardless of how hard it is. Köhls has designed easy-to-use, user-friendly Touch-Up Kits so you can make minor repairs. We offer kits to match each flooring color.

Each kit contains a filler stick and touch-up marker. Clear finish bottles are also available and sold separately. Köhls Touch-Up-Kits can be the perfect remedy when you need to repair minor floor blemishes. To order please visit www.kahrsstore.com.

It’s rare and extremely unfortunate, but if you damage your floor too extensively to repair by yourself, contact your floor covering dealer and ask for a professional to repair your floor.

### Minor Touch-ups

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food/drink stains &amp; spills</td>
<td>Wipe with lightly-damp (well-wrung) cloth and/or Köhls' Wood Cleaner.</td>
</tr>
<tr>
<td>Tar, asphalt, gummy substance,</td>
<td>Wipe with Köhls Wood Cleaner; clean any remains with mineral spirits.</td>
</tr>
<tr>
<td>ink, lipstick, carbon, typewriter</td>
<td>Consult your Köhls Touch-up</td>
</tr>
<tr>
<td>ribbon, scuff marks.</td>
<td>Kit materials, and professional assistance is available.</td>
</tr>
<tr>
<td>Scratches, burns.</td>
<td>Consult your Köhls dealer. Professional assistance is available.</td>
</tr>
<tr>
<td>Surface wear, low luster levels.</td>
<td></td>
</tr>
</tbody>
</table>

### Accidents Can Be Remedied

**Problem**
- Food/drink stains & spills
- Tar, asphalt, gummy substance, ink, lipstick, carbon, typewriter ribbon, scuff marks.
- Scratches, burns.
- Surface wear, low luster levels.

**Solution**
- Wipe with lightly-damp (well-wrung) cloth and/or Köhls’ Wood Cleaner.
- Wipe with Köhls Wood Cleaner; clean any remains with mineral spirits.
- Consult your Köhls Touch-up Kit materials, and professional assistance is available.
- Consult your Köhls dealer. Professional assistance is available.

**Occasional Floor Care: Recoating Your Floor**

Köhls floors can be refinished without removing the factory finish. As a floor ages, signs of normal wear and tear should be expected. This is natural—it happens to all wood floors! To restore the luster and extend the wear layer of the Köhls wood floor recoat with a water-based urethane coating. Recoating your floor without removing the factory finish will not void the Wear Through Guarantee.

Recoating should be done when necessary. Don’t wait until the finish has worn down. Call your professional flooring contractor for recommendations as soon as you see a wear pattern developing.

**Note:** To achieve a uniform look coat the worn traffic areas first followed with a coat over the entire floor.

**Recommended Finishes:** Consult Arboritec USA Inc. 877.416.5972 and/or Bona Kemi 800.872.5515.

**NOTE:** Not Applicable to Natural Oiled Floors

### Köhls Residential Guarantee

When a residential floor has the highest quality in the industry, it should come with the strongest guarantee. Köhls provides a comprehensive lifetime guarantee covering its name-brand 1/2”, 9/16”, 5/8”, and 3/4” flooring. (15 year guarantee for 9/32” Linnea flooring and 20 year guarantee for 3/8” Spirit flooring)

**Installation Guarantee**

We guarantee our floor installations for long-lasting performance. This full lifetime warranty applies to all of our 1/2”, 9/16”, 5/8”, and 3/4” residential flooring, provided the floors are installed according to Köhls guidelines (see Köhls Installation Guide at www.kahrs.com) using approved application. (15 year guarantee for 9/32” Linnea flooring and 20 year guarantee for 3/8” Spirit flooring)

**Visual Appearance Guarantee**

Each plank of Köhls residential flooring is carefully inspected by our quality control personnel prior to leaving our factory. We urge you and your installer to inspect each plank prior to installation. In the unlikely event that you encounter a visually-defective plank prior to its installation, we will replace it free of charge. Simply return it with your receipt to your retailer for your free replacement. This warranty does not extend to covering flooring after installation. See Exclusions and Liability Limitations below. (15 year guarantee for 9/32” Linnea flooring and 20 year guarantee for 3/8” Spirit flooring)

**Structural Guarantee**

Köhls quality is more than skin deep and we extend our residential warranty to cover the structural integrity of every board. All of our hardwood flooring is processed using a sophisticated bonding system with each plank constructed under intense heat and pressure to ensure quality. In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs more than one year after installation, we will replace the defective plank, exclusive of the costs of removal, reinstallation or refinishing. See Exclusions and Liability Limitations below. (15 year guarantee for 9/32” Linnea flooring and 20 year guarantee for 3/8” Spirit flooring)

**Moisture Protection Guarantee**

Our floors are specifically designed to withstand the effects of normal moisture or dryness. They are built with a cross-layered base, making them extremely stable.

If installed and maintained in strict accordance with our instructions (see Kahrs Installation Guide & Köhls Floor Care Guide at www.kahrs.com), we guarantee our floors against damage caused by normal moisture and arid conditions. Should our flooring fail under normal moisture conditions, we will, at our option, repair or replace the damaged flooring one time, exclusive of the costs of refinishing. See Exclusions and Liability Limitations below for normal conditions and other exclusions and limitations.

**Wear Through Guarantee**

Developed with the latest industrial technologies in unison with more than 150 years of experience in manufacturing wood products, Köhls ACRYLIC URETHANE FINISH is guaranteed not to wear through for 25 years, from the date of original purchase. This warranty extends only for wear areas which cover at least ten percent (10%) of the surface area of the installed Köhls floor. See Exclusions and Liability Limitations. (15 year guarantee for 9/32” Linnea flooring and 20 year guarantee for 3/8” Spirit flooring) Natural oiled floors are excluded from the wear through guarantee.

**Radiant Heat Performance Guarantee**

Köhls is the industry leader in radiant-heated hardwood flooring application and performance - ideal for cold climate areas. If installed and maintained in strict accordance with our instructions (see Köhls Installation Guide & Köhls Floor Care Guide), Köhls will extend its normal Structural Guarantee and Moisture Guarantee to its residential flooring products in radiant heat applications. Warranty extends only to float-in applications (15 year warranty period for Linnea and 20 year guarantee for 3/8” Spirit flooring). See Exclusions and Liability Limitations below. Köhls does not recommend the use of Beech or Maple over radiant heat.

**Resurfacing Guarantee**

A wood floor’s greatest asset is its ability to be refinished to look like new - an impossibility with carpet, vinyl, plastic laminates, or ceramic tile. We, at Köhls, believe so strongly in our products that we guarantee that, when used under normal residential conditions and in accordance with our Köhls Floor Care Guide, our 1/2”, 9/16”, 5/8”, and 3/4” residential flooring may be resurfaced up to two (2) times by removing the existing finish and replacing it with a new compatible coating. (Spirit 3/8” flooring may only be resurfaced one (1) time.)
In order to qualify, each resurfacing must be performed by qualified persons knowledgeable in refinishing techniques and no one resurfacing may result in the removal of more than 1/32" of the existing surface. Kährs in no event warrants your ability to remove or alter coloration or remove dents, scars or scratches and, of course, since we have no control over the actual resurfacing process, once the factory surface is altered or removed, neither the Surface Guarantee nor the Moisture Guarantee apply. Other exclusions apply. See Exclusions and Liability Limitations below. (Resurfacing Guarantee not valid for 9/32" Linnea)

Exclusions
Kährs warranties described above will not apply and Kährs will not in any way be liable in the event of:

A. Improper Installation. Performance of the flooring is highly dependent upon proper installation. Accordingly, installation must be in strict accordance with the instructions and recommendations found in the Kährs Installation Guide. Failure to install the flooring in strict accordance with Kährs Installation Guide shall void all Guarantees and warranties, express and implied.

B. Improper Maintenance. Maintenance must be in strict accordance with the instructions and recommendations found in the Kährs Floor Care Guide. Failure to maintain the floor in strict accordance with the Kährs Floor Care Guide shall void all Guarantees and warranties, express and implied.

C. Normal Environmental Conditions. Our products are warranted to perform in what we consider to be normal residential applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by warranty regardless of cause or source. Damage caused by environmental conditions outside of tolerance specified in the Kährs Installation Guide and Kährs Floor Care Guide are excluded from any and all warranty coverage. (20mm - Face cracks and gapping are an inherent characteristic of this product and excluded from any or all guarantees.)

D. Misuse. As well as we make our flooring, we cannot be expected to, and will not, assume responsibility for damage caused directly or indirectly by misuse, abuse, accident or use that is not consistent with our Kährs Installation Guide or our Kährs Floor Care Guide. Accordingly, no warranty, expressed or implied, is provided for any damage due to inadequate care or other causes noted in our Kährs Installation Guide or our Kährs Floor Care Guide including, without limitation, stains, damage caused by heavy items, by impact, scratches, scarring, denting, extreme heat, damage from moisture caused by wet mopping, spills or standing water, etc.

E. Alterations/Repairs. Alterations to any Kährs product will void any and all expressed or implied warranties, including merchantability or fitness for particular purpose. No warranty is provided to cover repairs (unless and only to the extent performed under warranty by Kährs International) or resurfacing or repairs or replacements (even by Kährs International) shall not extend warranty period. Wood is a natural product therefore we can not guarantee a match to existing stained or natural colored floors.

F. Reinstallation. In the event that Kährs is obligated , or elects, to replace or reinstall warranted planks, Kährs shall in no manner be obligated to provide for or incur the costs of removing or reinstalling the defective flooring or resurfacing or refinishing the replaced or surrounding flooring or to provide for the cost thereof unless and to the extent expressly provided in the Warranty Description, above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies or other items consumed in the course of removal, installation, or refinishing.

G. Normal Variances. Wood is a natural and living product and variations in color, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. Installed flooring will change in coloration over time, and this is also a natural characteristic of wood products for which no warranty is provided. Cloudy white spots, a natural occurrence that sometimes develop after installation in the Brazilian Cherry and Doussie species, are excluded from our Guarantee. Exposure of all or portions of the installed flooring to direct sunlight may cause variations in color, and such variations in color are not covered by warranty.

This warranty applies to Kährs name-brand residential flooring products and covers only such products purchased on or after the date set forth above. The warranty is not transferable and is extended only to the original consumer purchaser and for the original installations. All warranties expire upon sale, transfer or relocation of the installed product or installation location.

Liability Limitations
The above statement of warranty is the only warranty, expressed or implied, provided by Kährs for its name brand residential flooring products for residential applications involving light to normal traffic conditions. No warranty is provided for installation of Kährs residential flooring products in industrial or commercial applications.

Except as stated herein, no other warranty, express or implied, is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

In no event shall Kährs be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use, the inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exemplary damages (see below) or attorneys fees, even if Kährs or its representatives have been advised of the possibility of such damages before sale.

In no event shall Kährs be obligated to cover the costs of old or new materials other than Kährs Brand flooring products (e.g. mastic, etc.) even if recommended by Kährs International, and any warranty thereto is limited to the warranty, if any, provided by the original manufacturer. In no event shall Kährs liability exceed the amount Kährs actually received upon distribution for the defective materials at issue. Any claim for warranty coverage must be made within one year of the date upon which the defect first became known or first should have been discovered.

All claims must be made in writing, initiated by your Authorized Dealer. Please note, however, that in order to make any claim under this warranty, written evidence of the purchase date and the identity of the original purchaser and installation location must be provided and without such proof, no warranty coverage will apply. We strongly suggest that you keep this information together with the Kährs Installation Guide, the Kährs Floor Care Guide and your receipt in a safe and secure location.

This warranty gives you specific legal rights and you may have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such event, the exclusions and limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you.